



A guide to Barclaycard Anywhere

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Contents

- Barclaycard Anywhere components
- Card reader specifications
- Getting started
- Payments
- Getting the most out of Barclaycard Anywhere
- Checking how your business is doing
- Managing your users
- Support

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Barclaycard Anywhere components

Three simple parts, all working together

Taking Payments



Card reader

Smart and compact, your card reader connects to your smartphone and sends transaction data between the two devices.



Barclaycard Anywhere app

Take payment, keep track of all your transactions, view and edit sales or customer data on-the-go, send e-receipts and get an overview of your sales performance.

Managing your account



Online account

The hub of your business. Create and edit your product and customer lists, view all your transactions, manage your staff access and view detailed performance analytics.

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Card reader specifications

Dimensions - 134 x 70 x 16mm

Charging time - 4 hours

Standby time - 10 hours

Weight - 126.5g



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Getting started

- Installing the Barclaycard Anywhere app
- Logging in to your online account
- Navigating the Barclaycard Anywhere app
- Navigating your online account
- Viewing and changing settings

[Learn more](#)



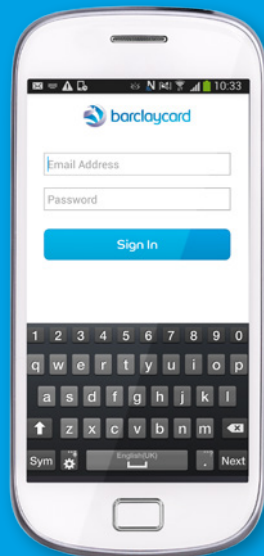
Install the Barclaycard Anywhere app

The Barclaycard Anywhere app is available in both the Apple App store and the Google Play store. Just search for Barclaycard Anywhere and install.



Barclaycard Anywhere

Log on to the Barclaycard Anywhere app



Log in to your online account

You will find your personal log in details inside your welcome email.

Visit <https://anywhere.barclaycard.co.uk/> and enter your email address and password.



Enter your email and password below to log in.

[Forgotten your password?](#)

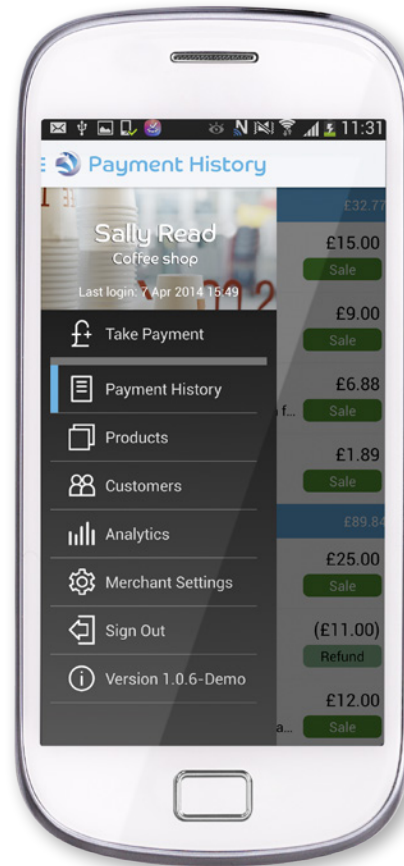
[Change language from English](#)

Learn more



Navigating the Barclaycard Anywhere app

- Main menu bar for App navigation
- Your company and user name
- Go straight to your sales till
- View your transaction history
- View your product list, edit and add new products
- View your customer list, edit and add new customers
- View top line sales, product and customer analytics
- Edit settings within the app

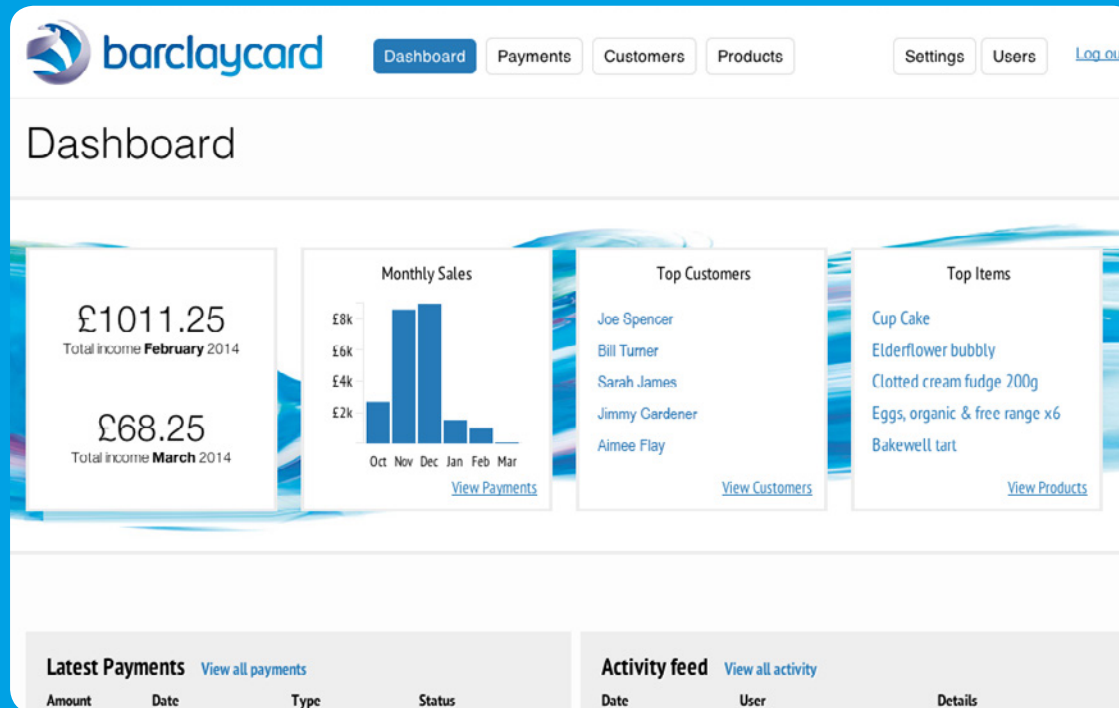


[Learn more](#)



Navigating the online account

- The Customer section allows you (the admin user) to add, amend and delete customer information
- The Products section allows you (the admin user) to add, amend and delete product information
- The Payment section shows both overviews and detailed information about all your transactions
- The Settings page provides an overview of the business including trading name and contact details plus a list of all the card readers registered to your account
- Your Dashboard contains a summary of all your company's recent activity
- The Users section is where you (the admin user) can add, amend and delete your Barclaycard Anywhere users, i.e. your mobile workforce



Learn more



Viewing and changing settings

The settings page provides an overview of the business including trading name and contact details plus a list of all the card readers registered to your account.

Main account holder details.
Registered name and address

Company details as registered
at the time of application. Only
the company image or logo can
be changed online, to change
company details please call
customer services on
0844 811 6666

Parameters set by
Barclaycard which define
transaction limits for all
Barclaycard Anywhere users

The screenshot shows the Barclaycard 'User Details' page. It includes sections for User Details, Account Details, Limits, and Card Readers. The Card Readers section contains a table with columns for ID, Status, Status, and Last User.

ID	Status	Status	Last User
0000267	Test	Active	John Spencer
0000274	Test	Active	Dawn Orlowski
0000281	Test	Active	John Hardy
0000284	Test	Active	James Green
0000296	Test	Active	Alan Mulhoney
0000302	Test	Active	Lee Doherty
0000308	Test	Active	Chris Harford

Summary of all the card readers
activated under your account

Learn more



Payments

- Navigating the payment screen
- Selecting card or cash
- Taking card payments
- Taking cash payments
- Sending receipts
- Processing refunds

[Learn more](#)



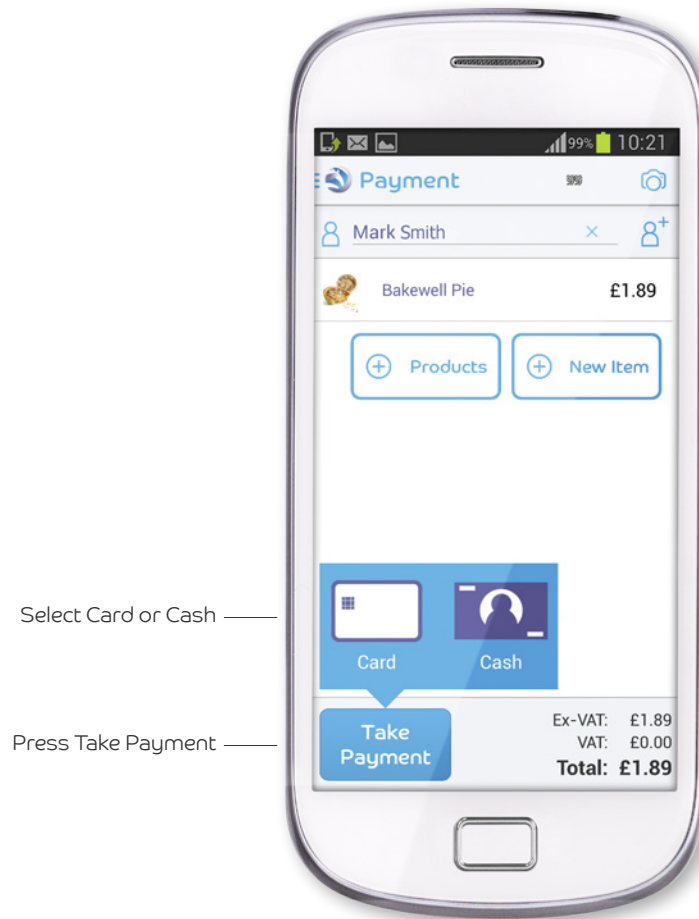
Navigating the payment screen



[Learn more](#)



Selecting card or cash



[Learn more](#)



Taking card payments



[Learn more](#)



You'll be prompted to insert or swipe your customer's card



The customer checks the amount and enters their PIN on the card reader



[Learn more](#)



Authorisation is being requested from the cardholder's bank or credit card provider



Whilst the transaction data is being sent for authorisation the cardholder can track the status by following the prompts on the Card Reader



Learn more



Confirmation from Barclaycard
that payment has been
successfully authorised



Send email receipt

Press to complete

Send text receipt

Learn more



How to use the swipe

If the chip and PIN process fails (or if the card does not have a chip) swipe the card - face down - at 45 degrees using an even speed.

Always ensure that the card is fully inserted as you swipe to ensure that the magnetic strip makes contact.



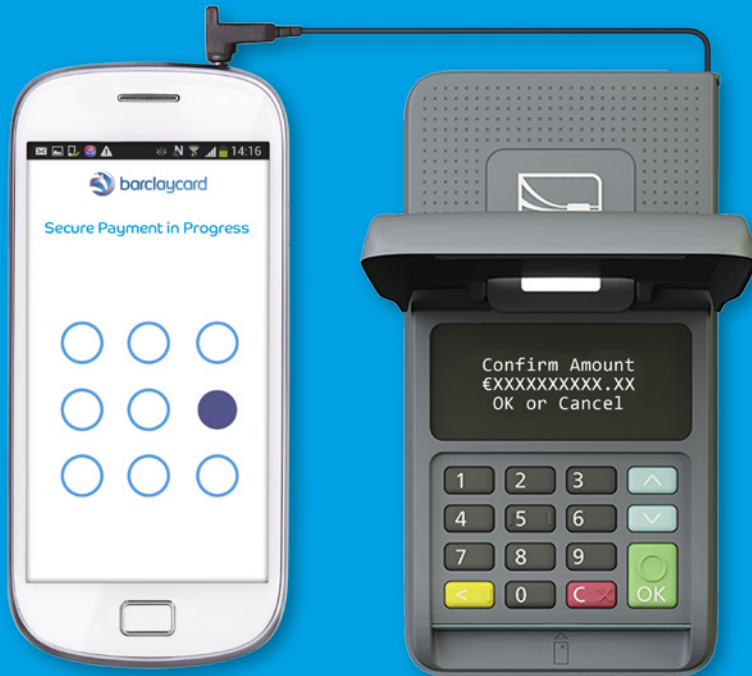
You'll be prompted to insert or swipe your customer's card



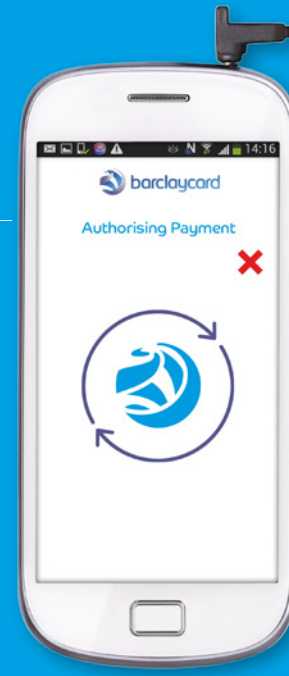
[Learn more](#)



The customer checks the amount and enters their PIN on the card reader



Authorisation is being requested from the cardholder's bank or credit card provider



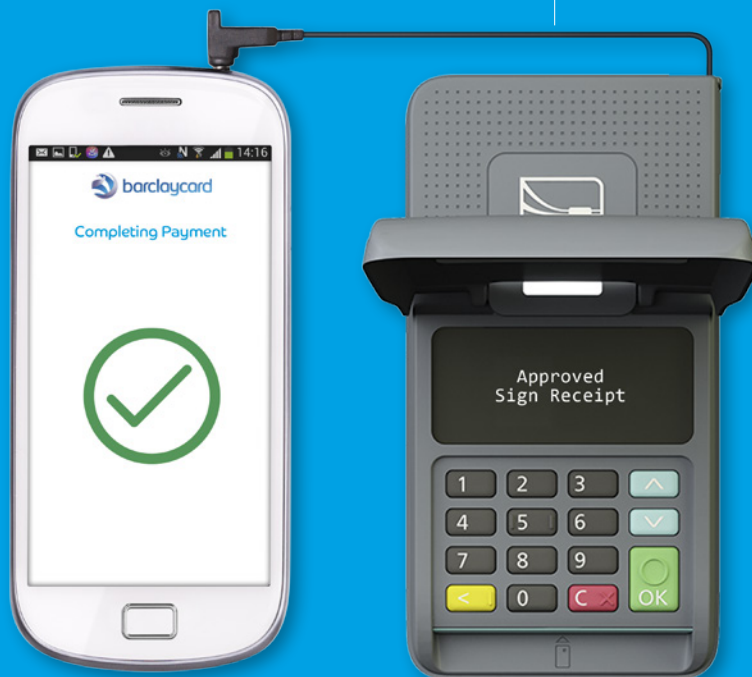
If at any point you wish to cancel the transaction press the X button



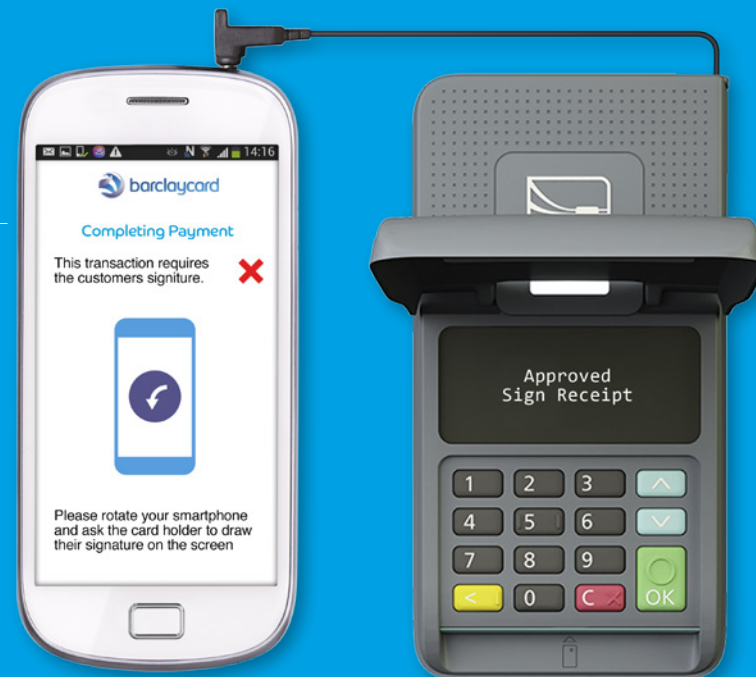
Learn more



Confirmation from Barclaycard
that payment has been
successfully authorised



If a signature is required, you'll be
prompted to allow the cardholder
to sign on your smartphone



Learn more



The cardholder signs (using their fingertip or a stylus, dependent on your smartphone) and confirms the transaction by tapping the 'OK' button



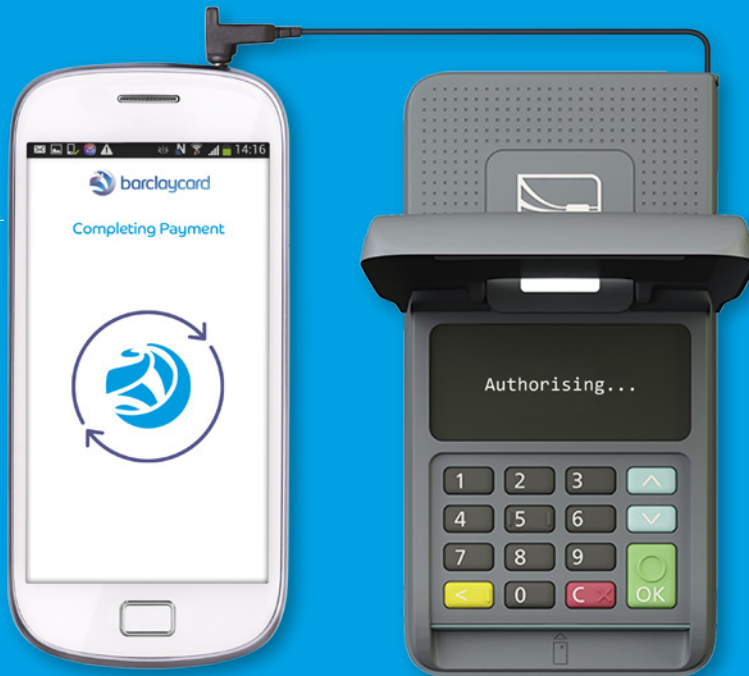
Check the signature against that on the card and approve



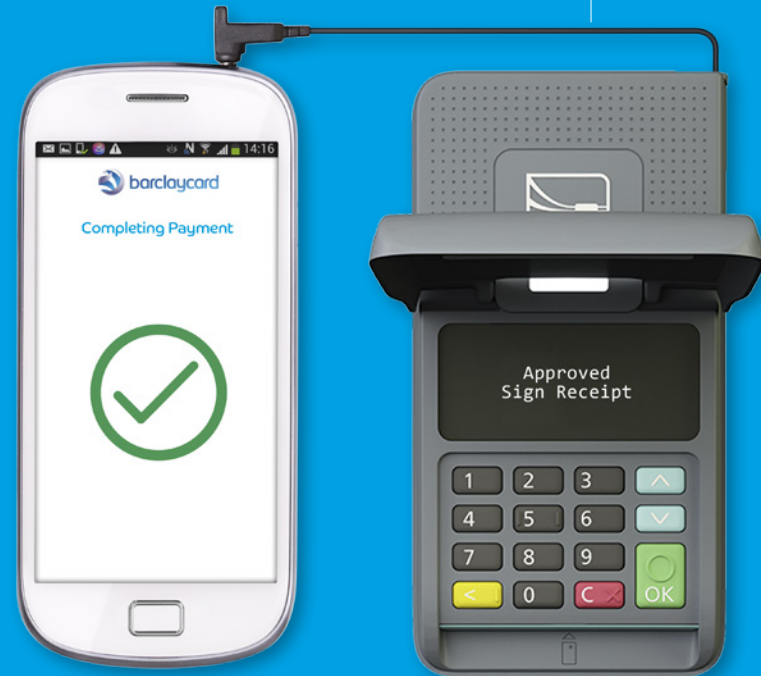
[Learn more](#)



Transaction is being completed.
Once complete, you can send the
cardholder a receipt

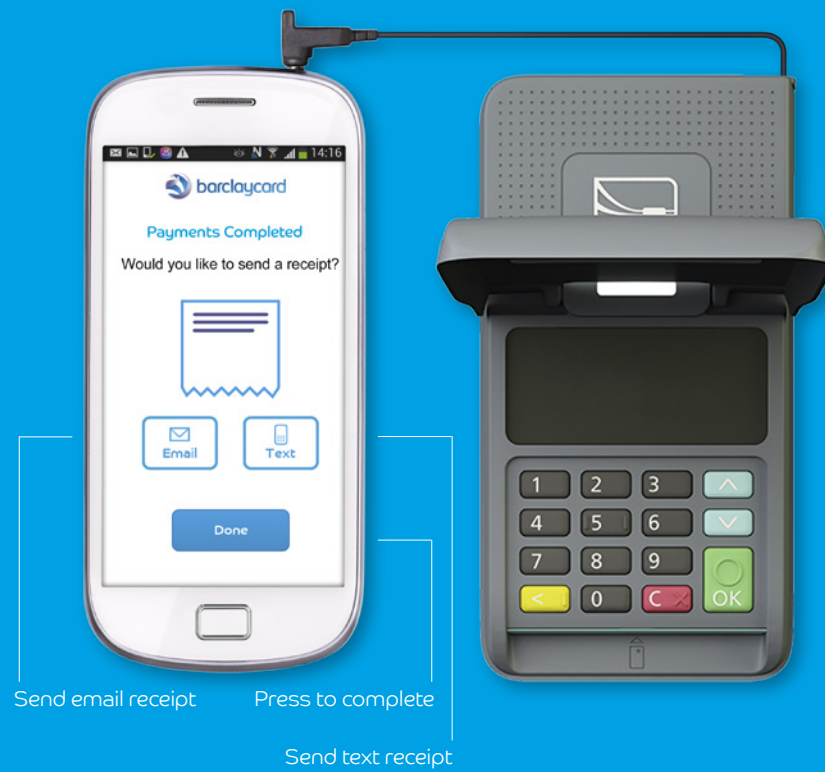


Confirmation from Barclaycard
that payment has been
successfully authorised



Learn more





Learn more



Taking cash payments

The image shows three sequential steps of the Barclaycard app interface for taking cash payments:

- Step 1 (Left):** The 'Payment' screen shows a customer named 'Mark Smith' and a 'Bakewell Pie' for £1.89. At the bottom, there are 'Card' and 'Cash' payment options. The 'Take Payment' button is highlighted.
- Step 2 (Middle):** The 'Cash Payment' screen displays the total of 1.89. The 'Amount Tendered' is entered as 2.00 (highlighted in yellow). The 'Change' is automatically calculated as 0.11. A large blue 'Complete Payment' button is at the bottom.
- Step 3 (Right):** The 'Payment Completed' screen asks 'Would you like to send a receipt?'. It offers two options: 'Email' and 'Text'. A 'Done' button is at the bottom.

Annotations for the middle and right screens:

- Confirm the amount
- Enter the amount tendered
- Change is automatically calculated
- Select Complete Payment
- Send email or text receipt
- Press to complete

[Learn more](#)



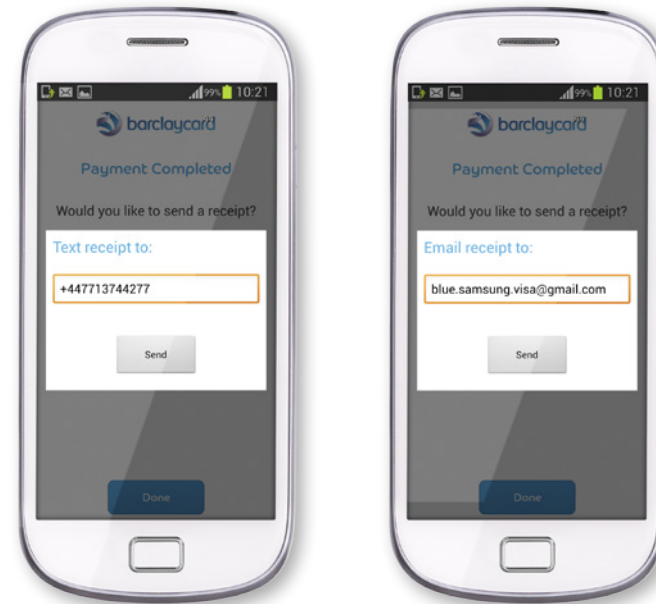
Sending receipts

Once you've selected to send a receipt by email or text you are prompted to enter an email address or phone number.

These details will automatically appear if you are serving a customer who is already on your customer list.

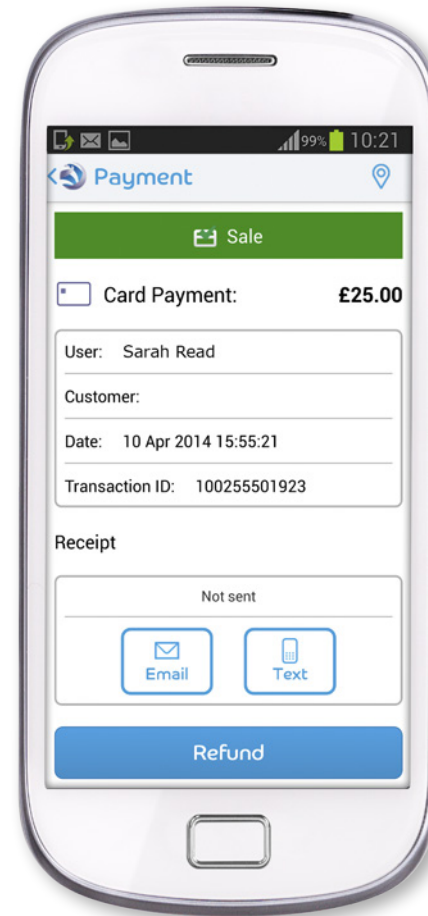
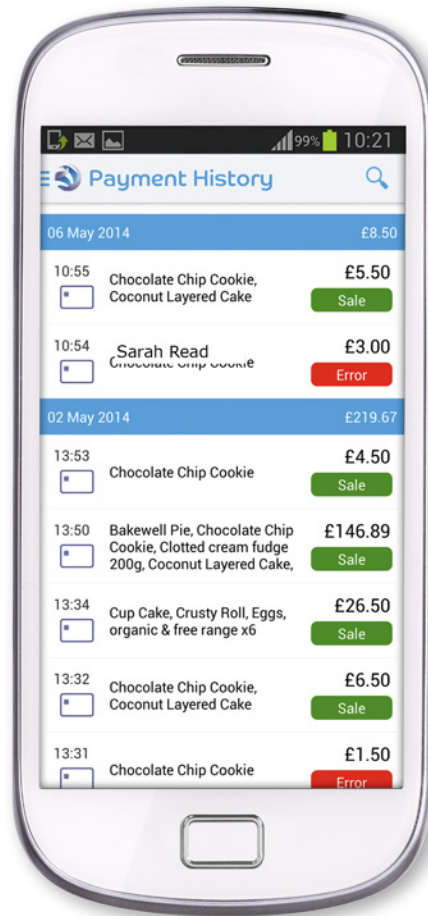
Details entered at this point are not stored and are only used for the purposes of sending a receipt.

View [paper receipt](#)



Processing refunds

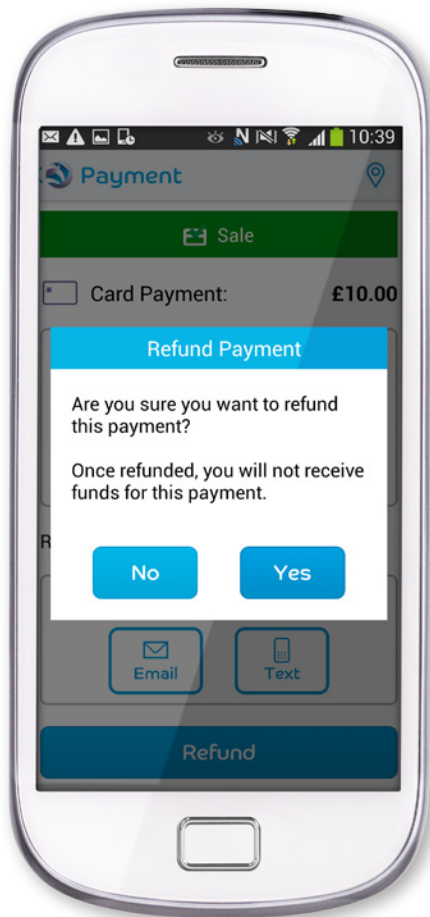
Select the transaction you want to refund. If you are refunding the last payment you took, it will simply be voided.



Review the last payment and select refund.

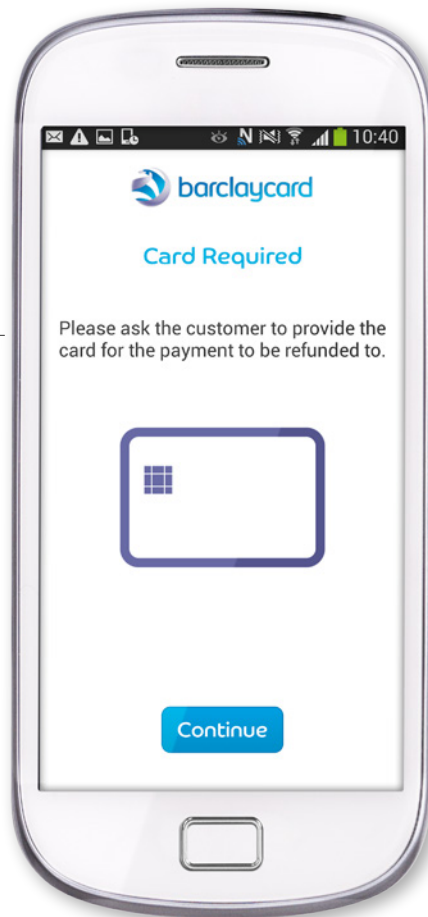
[Learn more](#)



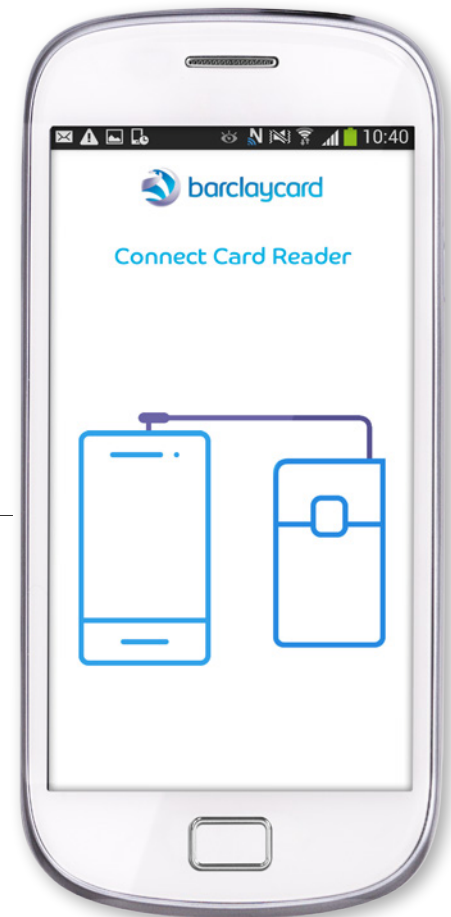


Your customer
must be present,
with their card, to
perform a refund.

Confirm that
you want to
give a refund.



Connect the card
reader and proceed
– the process is
very similar to
taking a payment.



[Learn more](#)



You'll be prompted to insert or swipe your customer's card



The customer checks the amount and enters their PIN on the card reader



[Learn more](#)



Authorisation is being requested
from the cardholder's bank or
credit card provider



Confirmation from Barclaycard
that the refund has been
successfully authorised



[Learn more](#)





[Learn more](#)



Getting the most out of Barclaycard Anywhere

- Managing your products, services and customers
- Managing your products and services in-app
- Adding products and services in-app
- Managing your products and services in your online account
- Adding and editing customers in-app
- Adding a customer to the transaction
- Managing customer information in your online account

[Learn more](#)



Managing your products, services and customers

This is where your business begins to take shape. You can enter products or services and add customers on both the Barclaycard Anywhere app and online portal. Adding pictures and price points into your database so that you have easy one-touch recall when you are with a customer. No more typing in individual prices while you are making a sale.

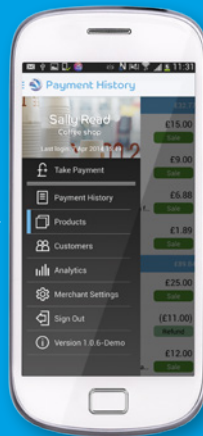


[Learn more](#)

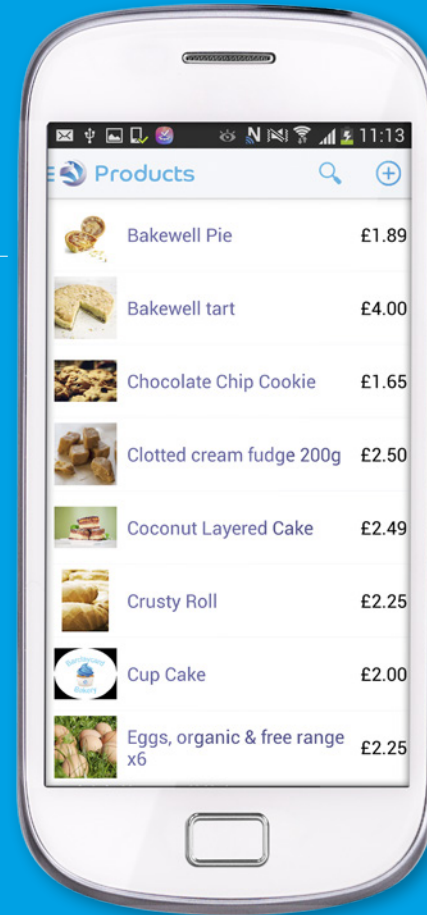


Managing your products and services

Product page —



Product pictures and description —



— Search for product by name

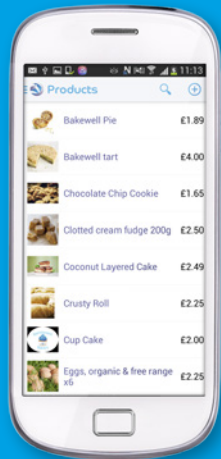
— Add a new product to the list

[Learn more](#)

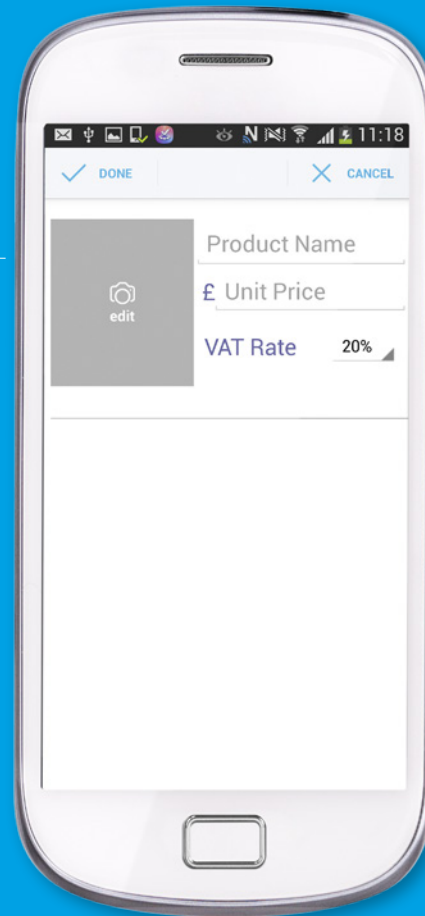


Adding and editing products or services

Click on the + symbol to add a new product or service



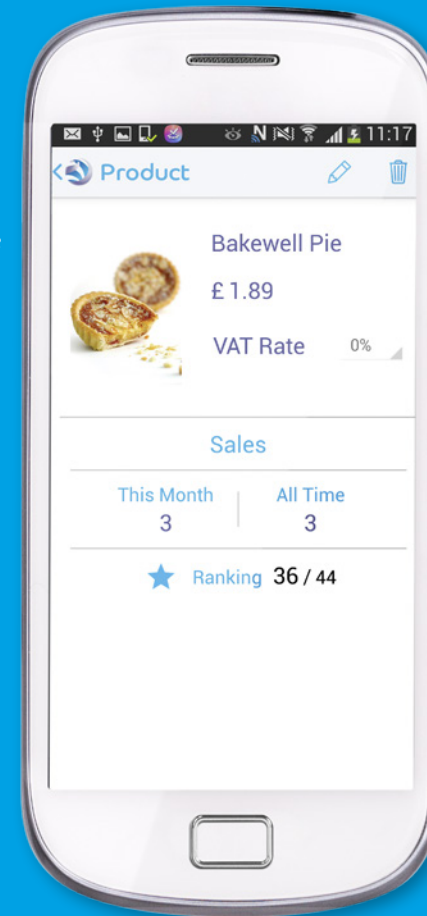
Add picture



Add product name

Add unit price

Select VAT Rate
(0%,5%,20%)



Select to edit product
Delete product

Product performance
including sales per
month, total sales
and product rank

Learn more



Managing your products and services in your online account

The Products page is where you can view and edit your products, see list total sales for individual items and keep up to date with your best sellers.

A summary of your best selling products

Search products by name or price

Click on any product to see detailed sales information for that product line

barclaycard

Dashboard Payments Customers **Products** Settings Users Log out

Products

Best Sellers

- Cup Cake
- Elderflower bubbly (15% off)
- Clotted cream
- Eggs, organic &...
- Bakewell tart

Product Name	Total sales	Price
 Clotted cream fudge 200g	£336.59 (179)	£2.65
 Johnnie Walker Red - 684131	£39.00 (3)	£13.00
 Vegbox (medium)	£387.00 (23)	£16.65
 Tart (Ham & Leek) x 2	£20.65	£2.95

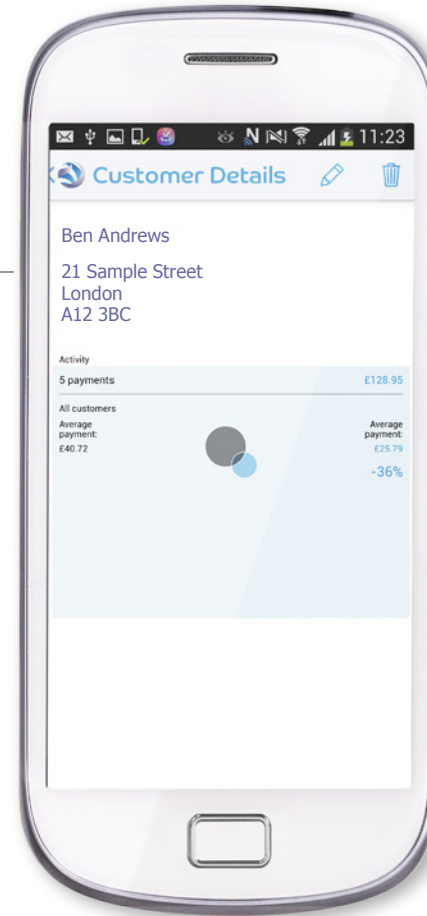
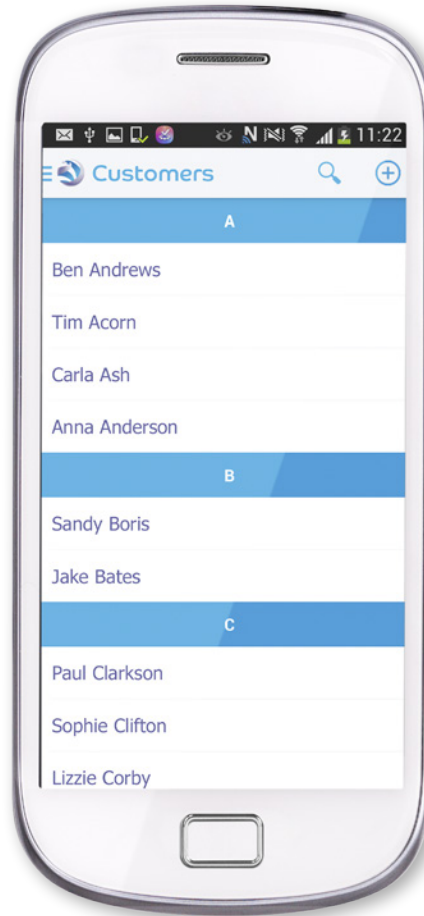
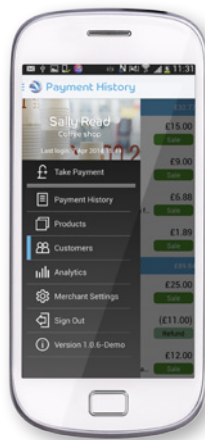
ADD PRODUCT

Add a new product to the list. New products will be synchronised to all Smartphone app users within your company so your sales team can stay up to date

[Learn more](#)

Adding and editing customers

Customer page



Edit customer details

Delete customer

Customer activity details including number of payments, total value of payments and average payment

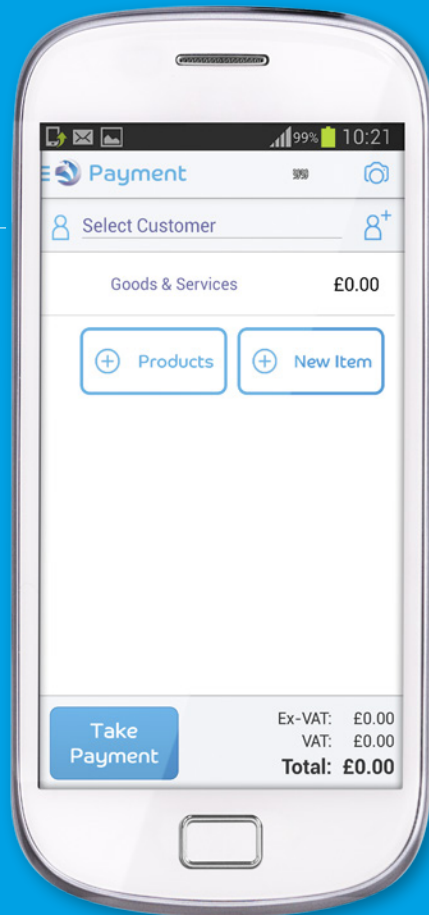
Name, address and contact details held for this customer

[Learn more](#)

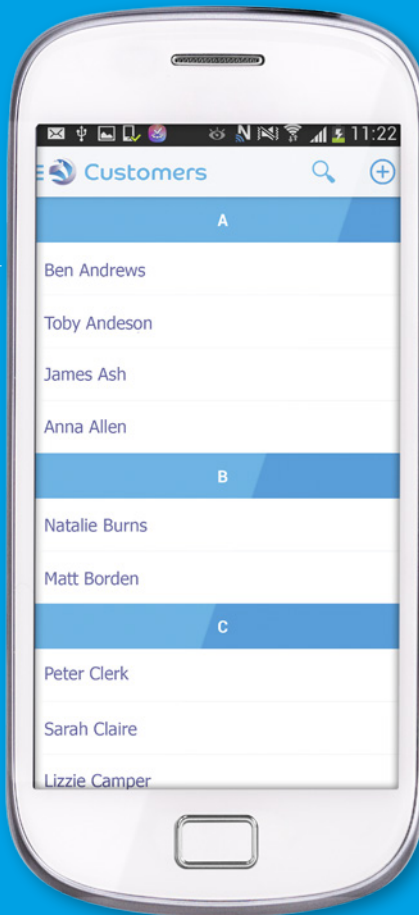


Adding a customer to the transaction

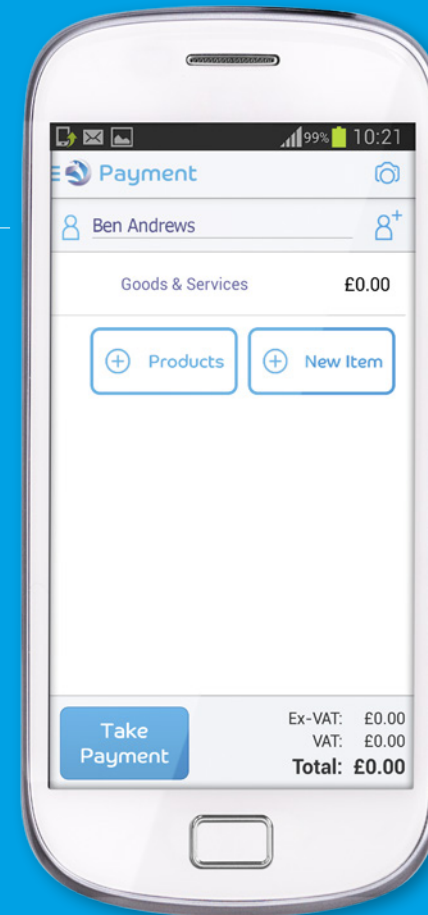
Press 'select customer' to associate a customer with the transaction



Choose customer from the list or press 'cancel' to go back. There is also a search function



The selected customer is shown. Any contact details held for this customer will be used to pre-populate the receipt prompt after the transaction is completed



[Learn more](#)



Managing customer information in the online account

From here you can manage your customer information in more detail, update your database and view in-depth customer analytics.

Get an overview of your top customers by sales value and the latest customers to be added

barclaycard

Dashboard Payments Customers Products Settings Users Log out

Customers

Top Customers

- Joe Spencer
- Bill Turner
- Sarah James
- Jimmy Gardener
- Aimee Flay

Latest Customers

- Andrew Harris
- Mark Lightfoot
- Jackie Foster
- Toby Jones
- Nikki Grays

ADD CUSTOMER

Customer	Mobile No	Created
Andrew Harris	447780435672	
Mark Lightfoot		
Suz Webb 159 St James Rd, Northampton, NN5 5LE	447900392094	
Anna Thomas 13 Towcester Road, Northampton, NN1 1EE		
Karren Hartland	447729214521	
Kat Bertin		
Toby Collins	447799359246	
Andrew Stewart		

Search your customer list by name

Add a new customer to the list. This information is then synchronised to all Barclaycard Anywhere app users within your company so your sales team can stay up to date

Learn more



Checking how your business is doing

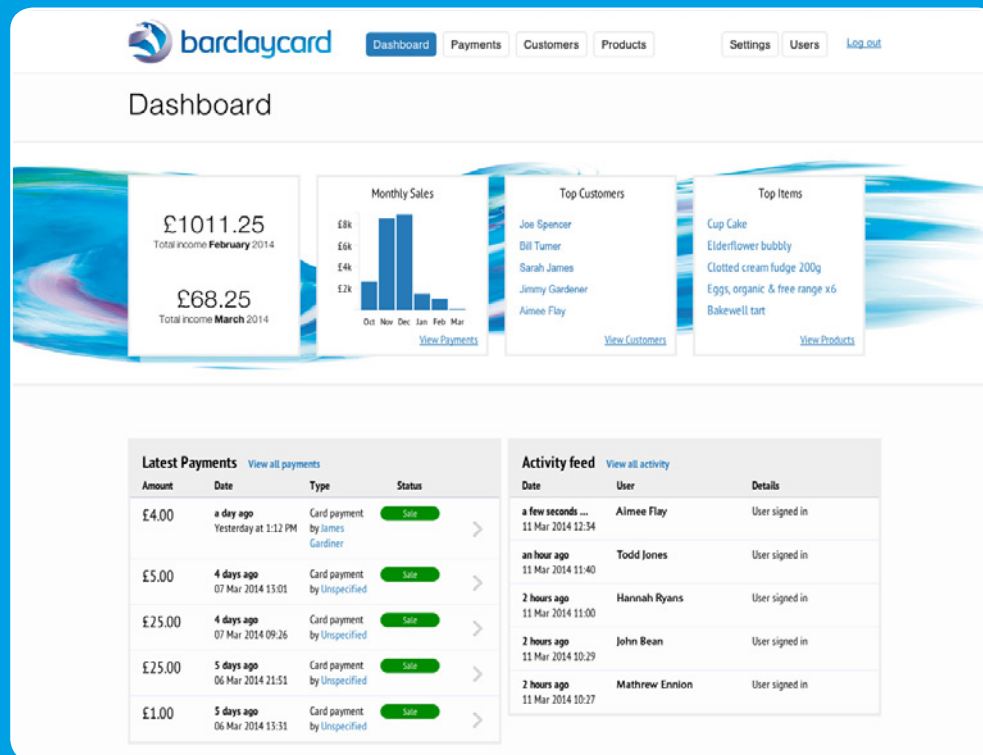
- Viewing your performance in the online account
- Viewing your performance
- Viewing payments history
- Viewing a payment in detail
- Viewing payments in your online account
- A product line in detail

Learn more



Viewing your performance in your online account

The Dashboard page gives you an overview of what's happening with your business. Your monthly sales, top customers, best selling products and all your latest sales activity. You can also click through to the dedicated Payments, Customers and Products pages in the top navigation bar.



[Learn more](#)



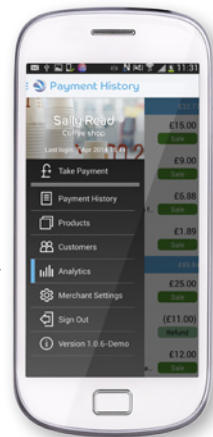
Viewing your performance

The app includes powerful sales analysis tools to help you keep control of your business.

You can track:

- Top sales
- Top customers
- Best-selling products
- Card vs. Cash split
- Personal sales total

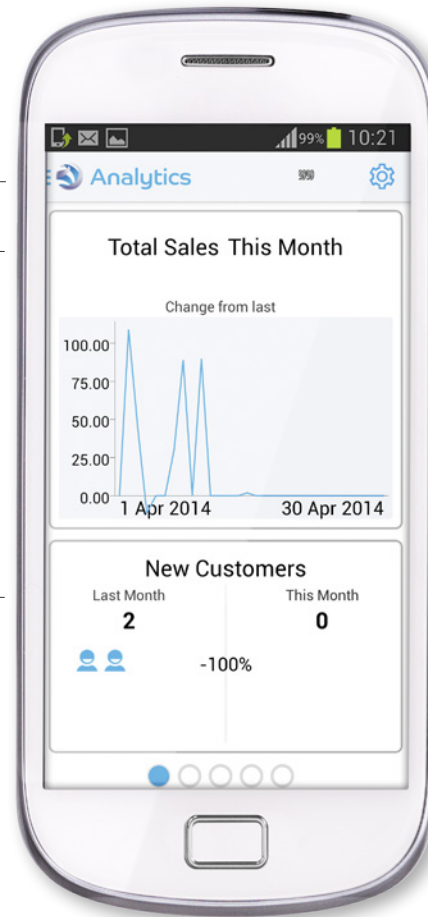
Analytics



Main menu bar

Total sales for month

New customers last month



Set your date range

Graphical Analysis

New customers this month

Number of pages (swipe to view)

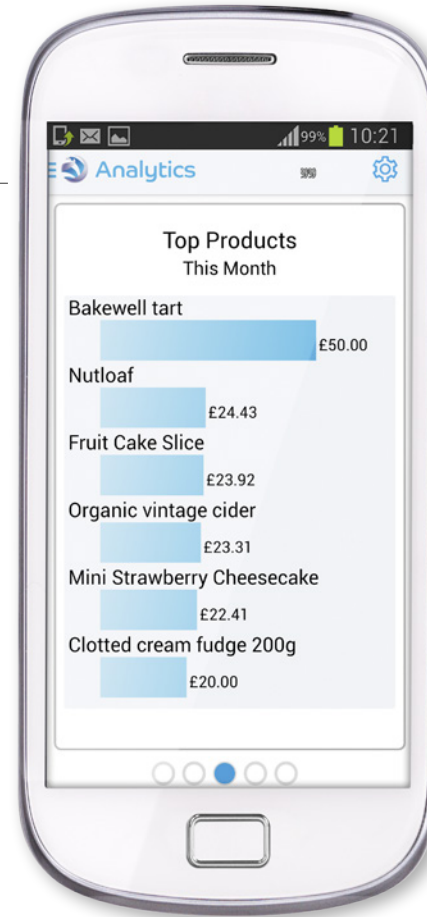
[Learn more](#)



Top customers by value



Top products by value



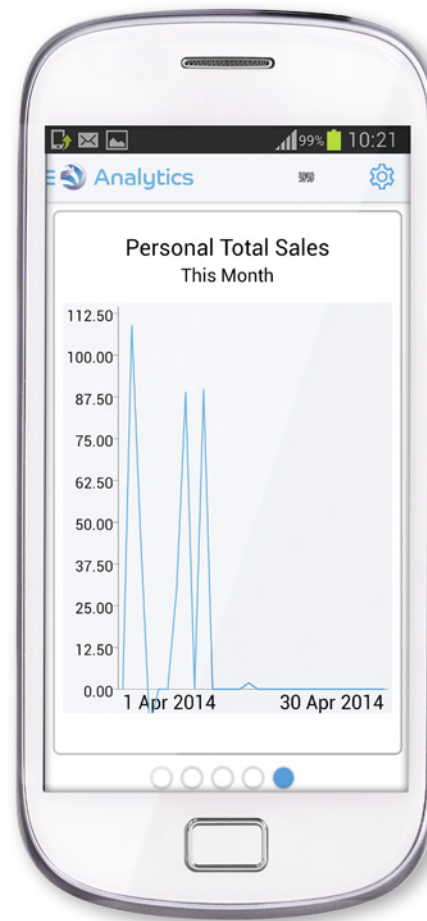
[Learn more](#)



Total split of cash
vs card sales



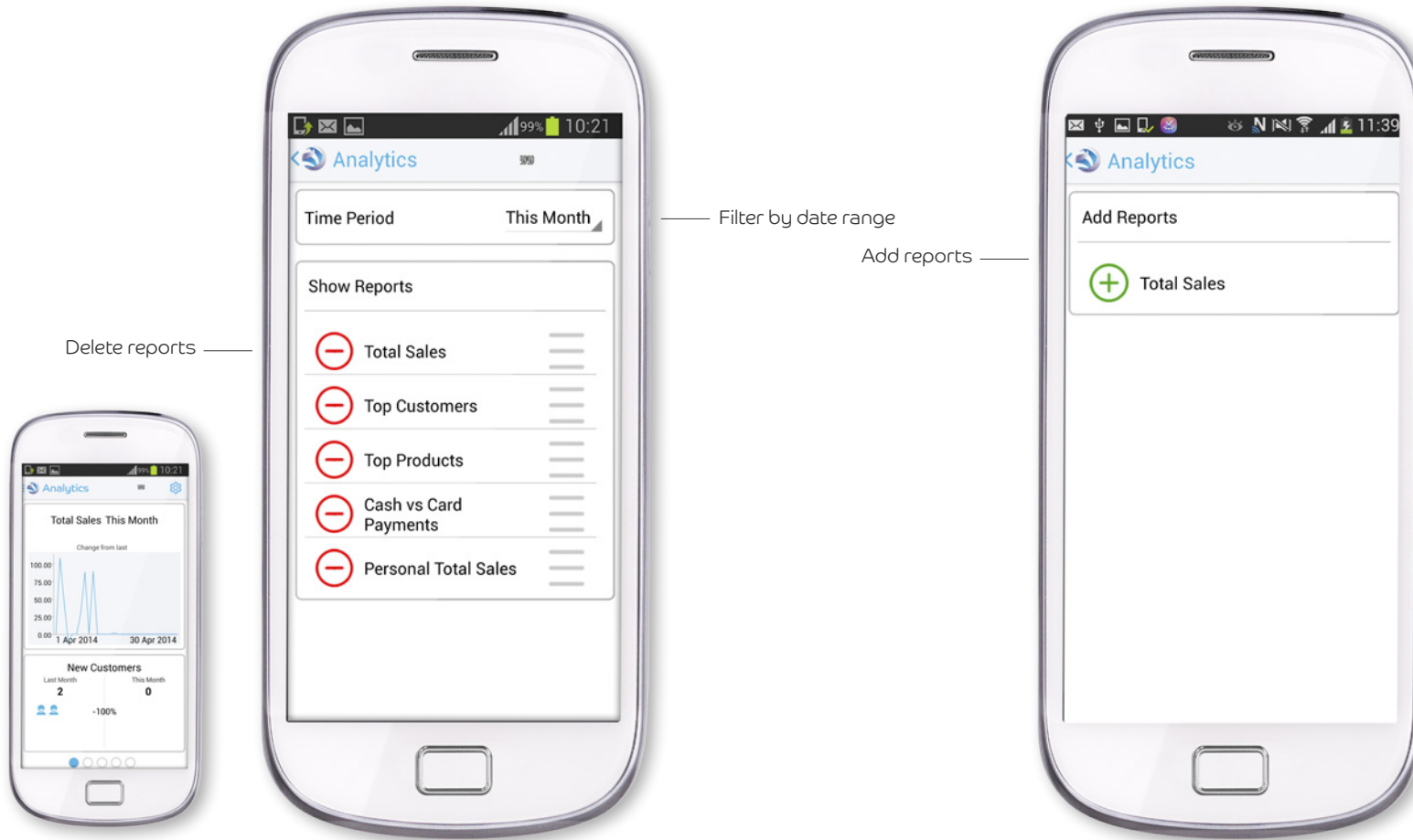
Individual sales
for the user



[Learn more](#)



Choose which report you want



[Learn more](#)



Viewing payment history

Payment History

Payment History

Take Payment

Payment History

Products

Customers

Analytics

Merchant Settings

Sign Out

Version 1.0.6-Demo

Sally Reed

Current shop

£18.00

£9.00

£6.88

£1.89

£25.00

£11.00

£12.00

Main menu bar

Date of transactions

Time stamp

Search by customer name or amount

Sum of payment for the day

Amount

Status of transaction

Payment History

Yesterday

£32.77

14:20

Mark Smith

Homity pie x2 155g

£15.00

Sale

14:09

Mark Smith

Crusty Roll

£9.00

Sale

14:08

Mark Smith

Bakewell Pie, Clotted cream f...

£6.88

Sale

11:23

Mark Smith

Bakewell Pie

£1.89

Sale

10 April 2014

£89.84

15:55

Goods & Services

£25.00

Sale

13:28

Mixed Berry Tart, Mini Strawberry Cheesecake, Goods & Services

(£11.00)

Refund

13:26

James Davis

Raspberry lemonade, Nutloa...

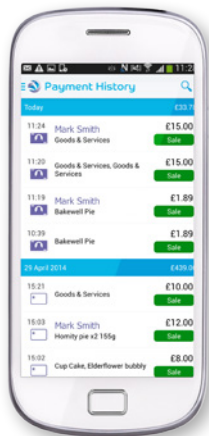
£12.00

Sale

[Learn more](#)

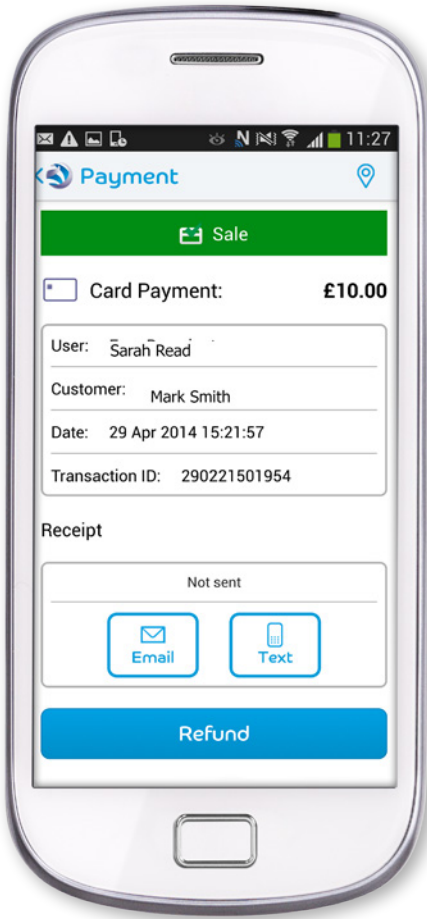
Viewing a payment in detail

Click on any transaction to see it in detail.



- Payment history
- Status of transaction
- Type of transaction
- User who conducted the transaction
- The customer's name
- Date and time of transaction
- Transaction ID

Receipts can be sent/
re-sent via email or
text at any time



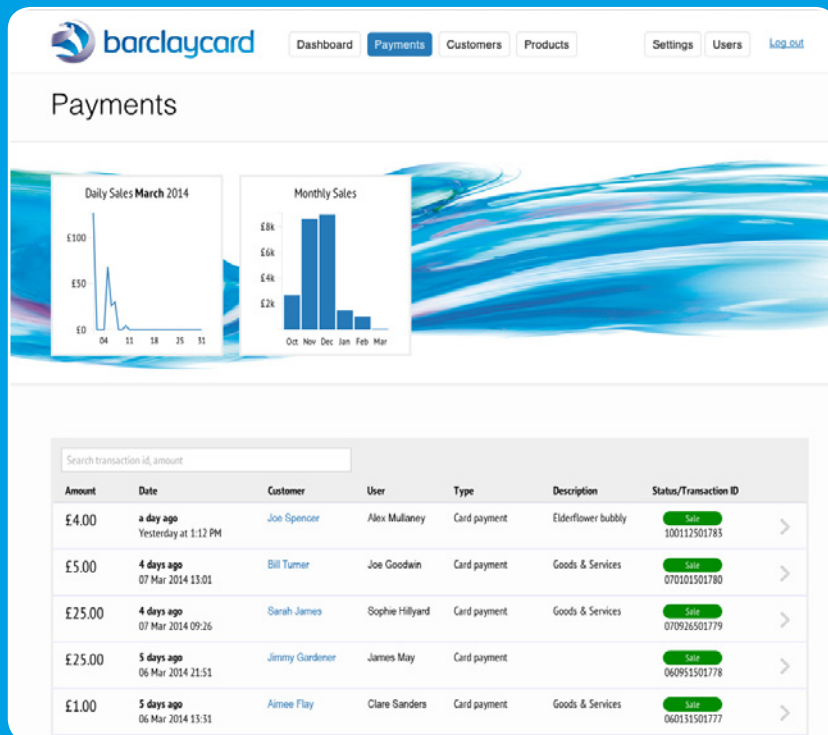
- Location when transaction took place
- Amount of transaction
- Receipt status
- Refund option

[Learn more](#)

Viewing payments in your online account

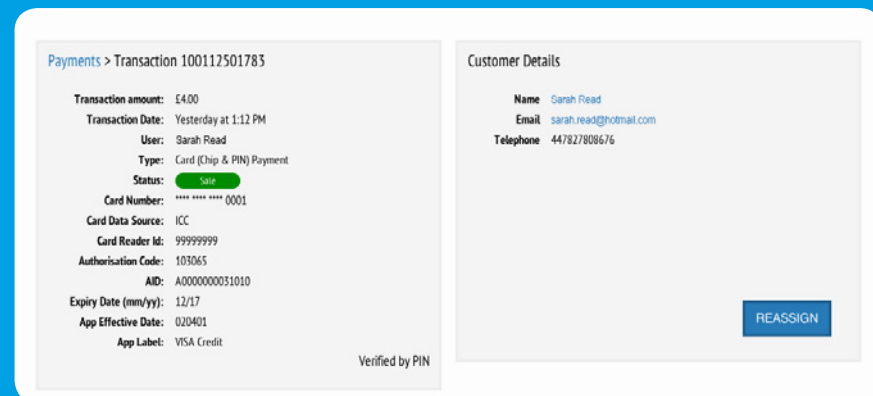
The Payments page is where you can view all your payments in more detail.

Monthly and daily sales reports



All transactions sorted by time and date

Click on any transaction to view detailed information



Assign transactions to a customer after it has taken place or reassign to a different customer if required

Learn more

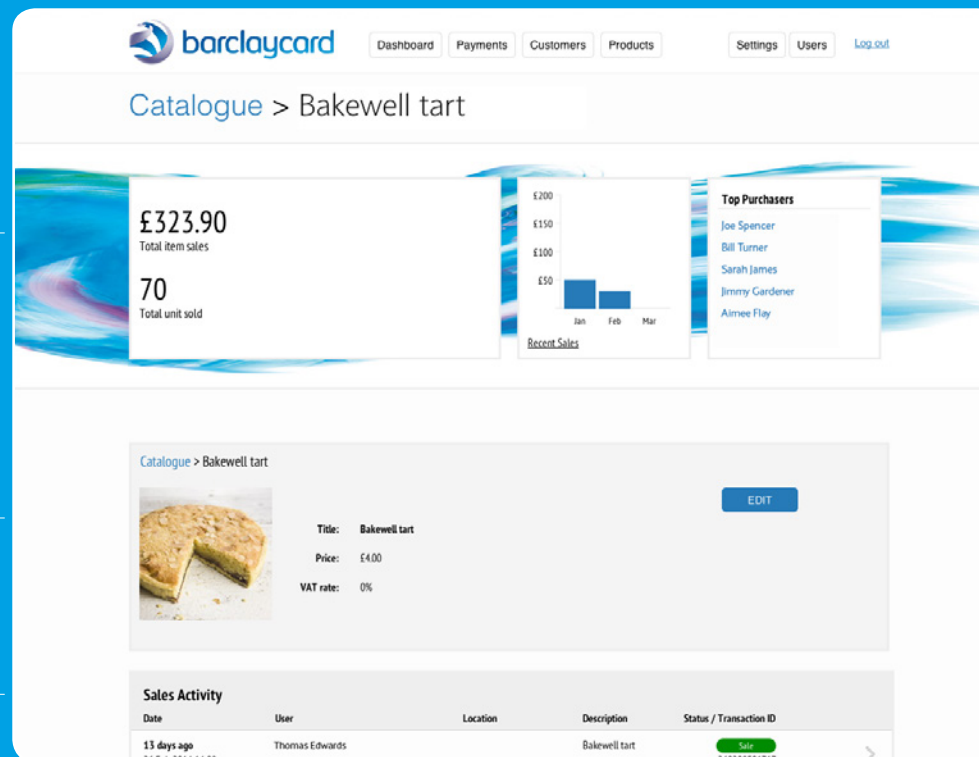
A product line in detail

Click on an individual product to get more detail.

Get an overview of the product line including total sales value and volume of units sold

Product details including price, image and VAT rate

A complete sales history for the product line in date order



Edit details or delete products. Details will be synchronised to all Barclaycard Anywhere app users within your company so your sales team can stay up to date

Learn more



Managing your users

The users page allows you (the admin user) to add new users to your account, view all your users activities and edit viewing privileges.

Search through all the users set up by you, the admin user

Users

Search first name, lastname, email ADD USER

User	Email	Last logged in	Action
James Murphy	jamesmurphy@sales.com	27 Feb 2014 08:21	Edit
Dawn Kerrigan	dawnkerrigan@ustwo.com		Edit
Josh Power	joshpower@paperchase.com	16 Sep 2013 11:37	Edit
Cave Campbell	gavcampbell@salesforce.com		Edit
Sophie Clark	sophieclark@mrplumber.com		Edit
Liz Turner	lizturner@flowerstoday.com	17 Feb 2014 14:06	Edit
Jackie Clarke	jackieclarke@backery.com		Edit
Tom Brown	tombrown@timberyard.com		Edit
Paula Dyer	pauladyer@wecanfixit.com	07 Jan 2014 09:15	Edit
Jacob Hardy	jacobhardy@it.com		Edit

1 2 3 4 Next>

Groups

Search group name ADD GROUP

Group Name	Access Permissions Count	Users Count	Action
Users	32	33	Edit
Admin	36	7	Edit
ReadOnly	9	9	Edit

See individual user activity and edit user privileges e.g. 'admin rights' or 'read only'

Create groups of users according to specific tasks or geographic location. e.g. 'eastern region sales team'

Edit group user privileges universally e.g. 'admin rights' or 'read only'

[Learn more](#)



Support

You can also direct them to the product website:

www.barclaycardanywhere.co.uk

For any other FAQs please try the Barclaycard Business FAQ list at:

ask.barclaycard.co.uk/business

Or call

Financial Queries: Tel **0844 811 6666**

Technical Queries: Tel **0800 092 0808**

Back to top

